

Public Works

City of Newton Performance Management Scorecard

December 2012

Traffic Light Key

Green = actual value meeting or exceeding the target
Yellow = actual value within 10% of meeting target
Red = actual value worse tmore than 10% away from meeting target

Trend Key

Green = cumulative Year-to-Date better than Last Year-to-Date
Yellow = cumulative Year-to-Date the same as Last Year-to-Date
Red = cumulative Year-to-Date worse than Last Year-to-Date

Metrics measured monthly unless otherwise noted

Metric		Metric Goal	Avg.	Target	Actual	Result	LYTD	YTD	Trend
Monthly									
Yearly									
1. Provide engineering services, both in-house and outside contractor, including evaluation, design, construction inspection, and contract management.									
% of projects under budget	Keep 100% of project under budget	100	100	94		600	98		
% of projects on schedule	Keep a mininum of 90% of projects on schedule	78	90	88		79	84		
2. Provide clean, safe drinking water to all Newton residents, businesses and institutions.									
% of water/sewer requests resolved within SLA	Keep % at or above the monthly average	56	56	90		68	82		
Total water meter transmitters replaced	Monthly progress targets	N/A	21000	23934		N/A	N/A	N/A	
Water meters/City-managed exceptions yet to be installed	Monthly progress targets	N/A	140	195		N/A	N/A	N/A	
3. Maintain public streets and sidewalks in a safe and passable condition.									
Streetlamp repair backlog	Reduce backlog to less than 100 streetlamps	138	100	141		119	141		
% of streetlamps repaired within 14 days of receipt	Repair at least 90% of streetlamps within 14 days	97	90	91		95	92		
Backlog of sidewalk repair requests	Reduce sidewalk backlog in FY12	505	505	42		514	42		
% of sidewalks made safe within 5 days	Make at least 95% of sidewalks safe within 5 days	100	95	78		83	92		
% of potholes repaired within 2 business days	Repair at least 95% of potholes within 2 days	41	95	65		72	83		
4. Remove and dispose of solid waste, including trash, recyclables, and hazardous materials.									
Trash tonnage (total)	Monthly progress targets	N/A	1617	1596	1596	10678	10366		
Recycling tonnage (curbside only)	Monthly progress targets	N/A	871	980	980	5652	5656		
Curbside recycling % of total tonnage	Maintain a recycling rate of 35% or more	37%	35%	38%		35%	35%		
% of trash pickups made on time without issue	Maintain an accuracy rate of 99.5% for on-time collector	99.87	99.50	99.90		99.87	99.89		
% of recycling pickups made on time without issue	Maintain an accuracy rate of 99.5% for on-time collections	99.88	99.50	99.94		99.91	99.95		

Notes